

Andrea Pangilinan

Hotel Outlet Manager / Specialty Bars & Lounge /
Hospitality Industry / Retail Outlet, Sales

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A confident, highly resourceful and reliable Food & Beverage Manager and Retail Beverage Manager with an in depth understanding of the bar, restaurant and hospitality industry and in Retail Business Sales Development. Possessing the required communication skills and flair needed to attract customers, drive sales and develop a business. Flexible in the ability to adapt to challenges when they arise while remaining aware of professional roles and boundaries. Having an approachable, cheerful, friendly personality and a proven ability to ensure that a guest's experience is always relaxing, enjoyable and accountable. This will give a positive result for the company's profit that will benefit everyone in the company. Now looking for a new & challenging position, one which will make best use of my existing skills & experience and also further to my personal career development.

Work History

2017-10 - **Retail Beverage Manager**
2022-06 Windmill Cellar , Abu Dhabi, UAE

Responsible for the smooth operation of the Outlet retail sales business performance. Maintaining high standards of merchandising of all wines, beers & spirits, health & safety. Inspiring & helping employees to deliver a prompt, friendly and efficient service to guests at all times. Specific duties are:

- Preparing duty roster and duties.
- Managing & training the counter cashiers and sales assistants working on the floor.
- Maintaining stock rotation, inventory, cleanliness, and merchandising including the promotions from the marketing department with the proper prices (updated, as per the standard and up to latest trend.)
- Anticipating guest's satisfaction (database: listing preferences & details) and handling guest's complaints when they arise .
- Responsible for the direction, supervision, helping & motivating employees to reach the target sales revenue goals.

2015-10 - **Retail Assistant Beverage Manager**
2017-08 African and Eastern Company LLC, Abu Dhabi, UAE

2015-04 -
2015-09

Assistant Beverage Manager

Rixos Hotels, The Palm Dubai

In-charge of operation of the Lounge Bar business performance.

Creating menus for cocktails, spirits, wines and food. Motivating the team to deliver an excellent service to all the guests at all times.

Specific duties are:

- Responsible for the direction, supervision, performance and evaluation of all positions within the outlet. Organizing trainings.
- Responsible for management of brand standards, stock rotation & cashing up. Motivating bar staff to deliver prompt, friendly and efficient service at all times
- Managing & organizing staff weekly / daily rota and duties & responsibilities and achieving budgets.
- Establish systems/ procedures thereby contributing in a major way towards growth and profitability levels. Maintain inventory of stocks.
- Ensure that the department is running in compliance with all companies' policies, rules and regulations and health and safety.

2013-09 -
2015-03

Assistant Bar Manager

Emirates Palace Hotel, Abu Dhabi, UAE

Responsible for running the operation of the Bar & its business performance.

Maintaining high standards of cocktails, spirits & wines, food, service, health and safety and helping to deliver best service to customers at all times. Specific duties are:

- In charge of the direction, supervision, performance, training, and evaluation of all positions within the department.
- Responsible for management of brand standards, stock rotation & cashing up.
- Inspiring bar staff to deliver prompt, friendly and efficient service at all times
- Organizing the staff daily roaster and duties.
- Managing and achieving the budgets that are determined for the bar and beverages department with respect to all departmental expenses, salaries, and manning.
- Establish systems/ procedures thereby contributing in a major way towards growth and profitability levels.
- Supervise and maintain inventory of stocks at the bar;
- Ensure that the department is running in compliance with all companies' policies, rules and regulations.
- Side Duties: In charge of Beverage Cocktail Menus and Training for Mixologist / Bartenders in all the Food and Beverage Outlets.

2010-09 - 2013-09	Head Bartender Emirates Palace Hotel, Abu Dhabi, UAE
2008-04 - 2010-09	Bartender Emirates Palace Hotel, Abu Dhabi, UAE

Personal Information

- Civil Status: Married
- Birthday: November 30, 1983
- Nationality: Filipino
- Language: English and Filipino
- Height: 5'7"
- Passport No: P3003860B

Education

Bachelor of Science: Hotel and Restaurant Management

2003 - University of Manila - Metro Manila, Philippines

Bachelor of Science: Hotel and Restaurant Management Baking & Catering Services

2001 - University of Rizal System - Morong, Rizal Philippines

Secondary

2000 - Saint Joseph Parish School - Baras, Rizal Philippines

Leadership Training

- Military Leadership Training (1999 - 2000)
- Officer Senior High – Post: Battalion Officer (2000)
- Student Officer Leadership Training - S.O.L.T
- Cadette Junior High – Military Leadership Training (1999)

Achievements:

- "Winner of "World Class Raising the Bar Abu Dhabi 2012"
- "World Class Raising the Bar UAE Finalist 2012"
- "Marie Brizard Classic Bartending Finalist 2009"
- "Winner of "Havana Club Masterclass Mixology Bartending Competition 2008"
- "Employee of the Month of February 2006" (Emirates Palace Hotel)
- "LQA – Leading Quality Assurance" – 100% Score – Award
- "Participated in 31st Summit for the Cooperation Council for the Arab States of the Gulf (GCC) on 01-07 Dec., 2010
- "Participated in Arab Women's Summit at the Emirates Palace Abu Dhabi hosting 22 Delegation from Middle East & Arab Countries on November 2008.

Trainings, Skills and Abilities

- Train the trainer (Departmental Trainer)
- La Casa Del Habanos Cigar at Republic of Cuba
- Spirits / Beverage / Cocktail & Mixing Masterclass
- Wine & Spirits Trainings & Tasting Masterclass
- Upselling Skills/Techniques
- Fine Dining Restaurant
- Guest Service Satisfaction
- Handling Customer/Guest Complaint
- Speaking Skills/ Dealing with the Guest/Client
- Food & Safety Hygiene
- Telephone Etiquette
- Computer literate

References

Mr. Gopan Kumar

Managing Director of Holiday Group - **Current**

General Manager (AnE Abu Dhabi) - *Former*

Email address: gopan@holidaygrp.ae

Mobile#: +97150 6226126

Mr. Arild Sjodin - Deputy CEO - **Current**

Oslofjord Convention Center AS Norway

Emirates Palace Company 2010 2020

General Manager for Hotel Operations - *Former*

Email Address: arild.sjodin@oslofjord.com

Mr. Sacha Toussaint

Owner Formateur en Restauration - **Current**

Saadiyat Beach Golf Club -Operations Mngr. - *Former*

Hilton Dubai Jumeirah -Beverage Manager - *Former*

Rest. & Bars OM, Shanghai Club - Shangri La Doha Qatar - *Former*

Ornina Lounge Abu Dhabi - Gen. Manager - *Former*

Havana Club Bar Mngr. Emirates Palace - *Former*

Email address: toussaint.sacha@mac.com

Mobile#: +49 17627227614

Mr. Alexander Schneider

Nikki Beach Global, Hotel Division - President - **Current**

Rixos Hotel The Palm Gen.Manager - *Former*

Emirates Palace – Hotel Manager - *Former*

Email address: alexander.schneider@gmx.com

Mobile#: +49 172 2106241

Mr. Noel Massoud

August Hospitality Consultants CEO – **Current**

Emirates Palace Hotel - General Manager – *Former*

Email address: noelmassoud@yahoo.com

Mobile#: +971529797713

Mr. Cenk Unverdi

Rixos Hotel The Palm Dubai, General Manager - **Current**

Email Address: cenk.unverdi@rixos.com

Mobile#: +971551006550

Mr Bugra Berbeoglu

Group President and Chief Executive Officer - **Current**

River Rock Hotels and Resorts Dubai

Rixos Hotels – CEO Chief Executive Officer - *Former*

Kempinski Hotels – Senior Vice President – *Former*

Emirates Palace Hotel - General Manager - *Former*

Email Address: bugra.berberoglu@gmail.com